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State of Wisconsin
Department of Workforce Development

WORKFORCE SOLUTIONS
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Attachment 1

January 28, 2003

Dear Housing Administrator:

I understand that child support income is a factor in determining applicant/resident eligibility for public housing subsidies. I am writing to you to provide new instructions on how to obtain child support information for your records.

Currently, individual requests are sent to local county child support agencies. These agencies receive many requests for information from several different housing management agencies. The information requested varies depending upon the management agency making the request. We want to centralize the process for obtaining child support income and court order information, and standardize the request and response documents that are currently used.

Bureau of Child Support staff sought input from staff in selected housing management agencies and child support agency staff about how we can most efficiently meet your information needs. We identified three objectives in changing the reporting process:

- **Timeliness:** Send housing management agencies the information they need in a timely manner,
- **Standardization:** Send housing management agencies the information they need in a consistent, readable format,
- **Confidentiality:** Provide child support information without compromising the confidentiality of child support information,
- **Work Reduction:** Permit the housing management agencies to send requests to a single agency, and reduce or eliminate the burden on county child support agencies.

Child Support Information Request Plan and New Request Form

Effective February 1, 2003, all housing management companies should request child support information from the Wisconsin Support Collections Trust Fund by faxing the attached standard request form to the Support Collections Trust Fund **at FAX 414-483-7269**. Please insert your mail address on the form and make copies for your future use. The form is also available on the Bureau of Child Support public web site under the Partners menu at www.dwd.state.wi.us/bcs/housing.htm.

Within five (5) business days of receipt of your request, the Trust Fund staff will mail you a standard Account History Report in the U.S mail. Please ***insert the address where you want the information sent inside the box at the bottom of the attached request form.***

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Please retain an original signed release of information in your files as documentation that you had permission to obtain this information.

If you send requests to your local child support agency, the agency may provide the information to you or request that you send the request to the Support Collections Trust Fund. This may delay the response.

We think that the new process will simplify your documentation procedures and reduce the workload for local agencies. Thank you for your cooperation with this revised process.

Sincerely,

Susan E. Pfeiffer

Director

cc: Child Support Agency Administrators
DWD Regional Staff